

State Water Resources Control Board

Division of Drinking Water

May 1, 2018
System No.: 5510007

Ms. Cathy Fluharty, Corporate Support
Del Oro Water Company – Strawberry Division
Drawer 5172
Chico, CA 95927

CITATION NO. 03-11-18C-024 FOR VIOLATION OF THE SURFACE WATER TURBIDITY PERFORMANCE STANDARD

Enclosed is Compliance Order No. 03-11-18C-024 (hereinafter "Order") issued to the Del Oro Water Company – Strawberry Division (hereinafter "Company") public water system. **Please note there are legally enforceable deadlines associated with this Order starting on page 4 of the Order.**

The Company will be billed at the State Water Resources Control Board's (hereinafter "State Water Board") hourly rate for the time spent on issuing this Order. California Health and Safety Code (hereinafter "CHSC"), Section 116577, provides that a public water system must reimburse the State Water Board for actual costs incurred by the State Water Board for specified enforcement actions, including but not limited to, preparing, issuing and monitoring compliance with the citation. At this time, the State Water Board has spent approximately 2.0 hour(s) on enforcement activities associated with this violation.

The Company will receive a bill sent from the State Water Board in August of the next fiscal year. This bill will contain fees for any enforcement time spent on the Company for the current fiscal year.

Any person who is aggrieved by a citation, order or decision issued under authority delegated to an officer or employee of the state board under Article 8 (commencing with CHSC, Section 116625) or Article 9 (commencing with CHSC, Section 116650), of the Safe Drinking Water Act (CHSC, Division 104, Part 12, Chapter 4), may file a petition with the State Water Board for reconsideration of the citation, order or decision. Appendix 1 to the enclosed Citation contains the relevant statutory provisions for filing a petition for reconsideration (CHSC, Section 116701).

Petitions must be received by the State Water Board within 30 days of the issuance of the citation, order or decision by the officer or employee of the state board. The date of issuance is the date when the Division of Drinking Water mails a copy of the citation, order or decision. If the 30th day falls on a Saturday, Sunday, or state holiday, the petition is due the following business day by 5:00 p.m.

Information regarding filing petitions may be found at:

FELICIA MARCUS, CHAIR | EILEEN SOBECK, EXECUTIVE DIRECTOR

265 West Bullard Avenue, Suite 101, Fresno, CA 93704 | www.waterboards.ca.gov

http://www.waterboards.ca.gov/drinking_water/programs/petitions/index.shtml

If you have any questions regarding this matter, please contact Arnold Hatai of my staff at 559-447-3135 or me at 559-447-3316.

Sincerely,



Kassy D. Chauhan, P.E.
Senior Sanitary Engineer, Merced District
SOUTHERN CALIFORNIA BRANCH
DRINKING WATER FIELD OPERATIONS

Certified Mail No. 7016 3010 0000 0446 1799

KDC/MLM

Enclosures

cc: Tuolumne County Environmental Health Department

**STATE OF CALIFORNIA
STATE WATER RESOURCES CONTROL BOARD
DIVISION OF DRINKING WATER**

**IN RE: DEL ORO WATER COMPANY - STRAWBERRY DIVISION
WATER SYSTEM NO. 5510007**

**TO: CATHY FLUHARTY, CORPORATE SUPPORT
DRAWER 5172
CHICO, CA 95927**

ISSUED : MAY 1, 2018

**CITATION FOR NONCOMPLIANCE
FOR SURFACE WATER TURBIDITY PERFORMANCE STANDARD
CALIFORNIA CODE OF REGULATIONS, TITLE 22, SECTION 64653(C)
MARCH 2018**

The California Health and Safety Code (hereinafter "CHSC"), Section 116650 authorizes the State Water Resources Control Board (hereinafter "State Board"), to issue a citation to a public water system when the State Board determines that the public water system has violated or is violating the California Safe Drinking Water Act (hereinafter "California SDWA"), (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit or order issued or adopted thereunder.

In addition, CHSC, Section 116540 authorizes the State Board to issue domestic water supply permits and to be able to impose permit conditions and requirements for system improvements.



The State Board, acting by and through its Division of Drinking Water (hereinafter "Division") and the Deputy Director for the Division (hereinafter "Deputy Director"), hereby issues Citation No. 03-11-18C-024 (hereby "Citation") pursuant to Section 116650 of the CHSC to the Del Oro Water Company - Strawberry Division (hereinafter "Company") for the violation of the turbidity performance standards established in the Long Term 1 Enhanced Surface Water Treatment Regulation (LT1ESWTR) of the surface water treatment rule filtration regulation number 64653(c), Table 64653 Combined Filter Effluent Turbidity Performance Standards, Section (2)(A).

A copy of the applicable statutes and regulations are included in Appendix 1, which is attached hereto and incorporated by reference.

STATEMENT OF FACTS

The Company is classified as a community water system with a population of approximately 1,330 persons, serving 385 service connections. The Company is operating under Domestic Water Supply Permit No. 03-11-16P-030 (hereinafter "Permit"), issued on September 15, 2016.

The Company utilizes the Herring Creek as the approved surface water source. The surface water source is pre-chlorinated followed by conventional filtration treatment plant followed by chlorination disinfection prior to entering the clearwell and distribution system. The Company is required to treat the surface water to 0.3 Nephelometric Turbidity Units (NTU)

58 in the 95th percentile for effluent turbidity readings. The Company must also notify the
59 Division by telephone for any exceedance of any primary MCL in the combined effluent of
60 the treatment plant, failure to meet CT requirements, or whenever the turbidity of the
61 combined filter effluent exceeds 1.0 NTU at any time. Notification shall occur within 24
62 hours of the Company becoming aware of such an incident. The Company consulted with
63 the Division weekly during the incident.

64
65 The Company's surface water treatment plant failure was preceded by plant performance
66 issues in February 2018 in which the plant turbidity reduction was less than 80 percent. Prior
67 to that in September 2017, the former chief operator was dismissed. The Company had one
68 of its other operators act as chief operator while advertising for new staff. However, the
69 plant performance began to deteriorate in February 2018 when it was unable to meet the
70 80% turbidity reduction treatment technique. The Company operators began to troubleshoot
71 the plant operations. This was not successful with transitory visits and the Company
72 contracted with a local certified operator residing in the area to oversee the operations on-
73 site. The Company was directed to increase the chlorine residual while the system was being
74 evaluated. Unfortunately, the necessary operational changes could not be made before the
75 system failed to meet the 0.3 NTU turbidity performance standards in March 2018 when the
76 Company's monthly 95th percentile value was reported as 0.557 NTU. None of the 4-hour
77 samples exceeded the 1.0 NTU standard.

DETERMINATION

The Water Supply Permit includes conditions that the Company is required to comply with, which were deemed necessary to ensure a reliable and adequate supply of water at all times that is pure, wholesome, potable and does not endanger the health of consumers.

The Company's 95th Percentile NTU value for all turbidity readings during March 2018 was reported as 0.557 NTU. The plant was only operated to meet water demands intermittently during the exceedance from March 6th to March 25, 2018. The readings after March 25, 2018 ranged from 0.028 to 0.21 NTU which is comparable to the plant's historical performance. The problem appears to be attributed to the coagulant dosages and possibly other operational issues that affected plant performance.

Therefore, the Division has determined that during March 2018, the Company failed to comply with Title 22, CCR, Section 64653(c), Table 64653 Combined Filter Effluent Turbidity Performance Standards, Section (2)(A).

DIRECTIVES

The Company is hereby directed to take the following actions:

1. Comply with Title 22, CCR, Section 64653(c), Table 64653 Combined Filter Effluent Turbidity Performance Standards, Section (2)(A) in all future monitoring periods.

- 103 2. The Company shall submit proof of the public notification and copies of the Tier 2
104 public notification on or before May 31, 2018, using the form provided as Appendix
105 2, hereto.
- 106 3. The Company shall include this violation in the 2018 Consumer Confidence Report
107 in accordance with CCR, Title 22, Section 64481(g)(2). And shall include Health
108 Effects language pursuant to Appendix 64465-B, Health Effects Language Surface
109 Water Treatment.
- 110 4. By May 31, 2018, the Company shall submit to the Division a revised Plant
111 Operations Plan that includes the following:
- 112 • daily completion of the plant logs be performed by on-site staff under the
113 direction of the chief operator.
 - 114 • have the plant operating reading data accessible to the contract or chief operator
115 when off-site.
 - 116 • at least weekly visits must be made by the chief operator until a permanent
117 operator is hired by the Company.
 - 118 • consultation with the Division within 24 hours of the Company learning of a
119 violation.
 - 120 • provisions in the Operations Plan for Tier 1 public notification within 24 hours
121 of the Company learning of a violation that warrants the issuance of a boil water
122 order.
- 123 5. By May 31, 2018, submit an incident report regarding the cause of the March 2018
124 turbidity exceedance and the corrective actions taken and any appropriate operational
125 procedures that would prevent a reoccurrence.



All submittals required by this citation shall be submitted to the Division at the following address:

Kassy Chauhan, P.E., Senior Sanitary Engineer
State Water Resources Control Board
Division of Drinking Water, Merced District
265 W. Bullard Ave, Suite 101
Fresno, CA 93704

Dwpdist11@waterboards.ca.gov

The State Board reserves the right to make such modifications to the Citation as it may deem necessary to protect public health and safety. Such modifications may be issued as amendments to this Citation and shall be effective upon issuance.

Nothing in this Citation relieves the Company of its obligation to meet the requirements of the California SDWA (CHSC, Division 104, Part 12, Chapter 4, commencing with Section 116270), or any regulation, standard, permit or order issued or adopted thereunder.

PARTIES BOUND

This Citation shall apply to and be binding upon the Company, its owners, shareholders, officers, directors, agents, employees, contractors, successors, and assignees.

SEVERABILITY

The directives of this Citation are severable, and the Company shall comply with each and every provision hereof, notwithstanding the effectiveness of any other provision.

FURTHER ENFORCEMENT ACTION

The California SDWA authorizes the State Board to: issue a citation with assessment of administrative penalties to a public water system for violation or continued violation of the requirements of the California SDWA or any regulation, permit, standard, citation, or order issued or adopted thereunder including, but not limited to, failure to correct a violation identified in a citation compliance order. The California SDWA also authorizes the State Board to take action to suspend or revoke a permit that has been issued to a public water system if the public water system has violated applicable law or regulations or has failed to comply with an order of the State Board, and to petition to superior court to take various enforcement measures against a public water system that has failed to comply with an order of the State Board. The State Board does not waive any further enforcement action by issuance of this Citation.

Date

KDC/ah/mlm

Appendices:

Appendix 1: Applicable Statutes and Regulations
Appendix 2: Tier 2 Public Notification
Appendix 3: Proof of Notification Form

Sent Via Certified Mail No. 7016 3010 0000 0446 1799

Kassy D. Chauhan
 Kassy Chauhan, P.E.
 Senior Sanitary Engineer, Merced District
 DRINKING WATER FIELD OPERATIONS



**APPENDIX 1. APPLICABLE STATUTES AND REGULATIONS FOR
Compliance Order No.03-11-18C-024
For the violation of the Surface Water Turbidity Performance Standard**

NOTE: The following language is provided for the convenience of the recipient, and cannot be relied upon as the State of California's representation of the law. The published codes are the only official representation of the law. Regulations related to drinking water are in Titles 22 and 17 of the California Code of Regulations. Statutes related to drinking water are in the Health & Safety Code, the Water Code, and other codes.

California Health and Safety Code (CHSC):

Section 116271 states in relevant part:

(a) The state board succeeds to and is vested with all of the authority, duties, powers, purposes, functions, responsibilities, and jurisdiction of the State Department of Public Health, its predecessors, and its director for purposes of all of the following:

- (1) The Environmental Laboratory Accreditation Act (Article 3 (commencing with Section 100825) of Chapter 4 of Part 1 of Division 101).
- (2) Article 3 (commencing with Section 106875) of Chapter 4 of Part 1.
- (3) Article 1 (commencing with Section 115825) of Chapter 5 of Part 10.
- (4) This chapter and the Safe Drinking Water State Revolving Fund Law of 1997 (Chapter 4.5 (commencing with Section 116760)).
- (5) Article 2 (commencing with Section 116800), Article 3 (commencing with Section 116825), and Article 4 (commencing with Section 116875) of Chapter 5.
- (6) Chapter 7 (commencing with Section 116975).
- (7) The Safe Drinking Water, Water Quality and Supply, Flood Control, River and Coastal Protection Bond Act of 2006 (Division 43 (commencing with Section 75001) of the Public Resources Code).
- (8) The Water Recycling Law (Chapter 7 (commencing with Section 13500) of Division 7 of the Water Code).
- (9) Chapter 7.3 (commencing with Section 13560) of Division 7 of the Water Code.
- (10) The California Safe Drinking Water Bond Law of 1976 (Chapter 10.5 (commencing with Section 13850) of Division 7 of the Water Code).
- (11) Wholesale Regional Water System Security and Reliability Act (Division 20.5 (commencing with Section 73500) of the Water Code).
- (12) Water Security, Clean Drinking Water, Coastal and Beach Protection Act of 2002 (Division 26.5 (commencing with Section 79500) of the Water Code).

(b) The state board shall maintain a drinking water program and carry out the duties, responsibilities, and functions described in this section. Statutory reference to "department," "state department," or "director" regarding a function transferred to the state board shall refer to the state board. This section does not impair the authority of a local health officer to enforce this chapter or a county's election not to enforce this chapter, as provided in Section 116500...

(k)

(1) The state board shall appoint a deputy director who reports to the executive director to oversee the issuance and enforcement of public water system permits and other duties as appropriate. The deputy director shall have public health expertise.

(2) The deputy director is delegated the state board's authority to provide notice, approve notice content, approve emergency notification plans, and take other action pursuant to Article 5 (commencing with Section 116450), to issue, renew, reissue, revise, amend, or deny any public water system permits pursuant to Article 7 (commencing with Section 116525), to suspend or revoke any public water system permit pursuant to Article 8 (commencing with Section 116625), and to issue citations, assess penalties, or issue orders pursuant to Article 9 (commencing with Section 116650). Decisions and actions of the deputy director taken pursuant to Article 5 (commencing with Section 116450) or Article 7 (commencing with Section 116525) are deemed decisions and actions taken by the state board, but are not subject to reconsideration by the state board except as provided in Section 116540. Decisions and actions of the deputy director taken pursuant to Article 8 (commencing with Section 116625) and Article 9 (commencing with Section 116650) are deemed decisions and actions taken by the state board, but any aggrieved person may petition the state board for reconsideration of the decision or action. This subdivision is not a limitation on the state board's authority to delegate any other powers and duties.

Section 116275 states in relevant part:

(c) "Primary drinking water standards" means:

(1) Maximum levels of contaminants that, in the judgment of the state board, may have an adverse effect on the health of persons.

(2) Specific treatment techniques adopted by the state board in lieu of maximum contaminant levels pursuant to subdivision (j) of Section 116365.

(3) The monitoring and reporting requirements as specified in regulations adopted by the state board that pertain to maximum contaminant levels.

Section 116555 states in relevant part:

(a) Any person who owns a public water system shall ensure that the system does all of the following:

(1) Complies with primary and secondary drinking water standards.

(2) Will not be subject to backflow under normal operating conditions.

(3) Provides a reliable and adequate supply of pure, wholesome, healthful, and potable water.

Section 116577. Enforcement fee states:

(a) Each public water system shall reimburse the state board for actual costs incurred by the state board for any of the following enforcement activities related to that water system:

(1) Preparing, issuing, and monitoring compliance with, an order or a citation.

(2) Preparing and issuing public notification.

(3) Conducting a hearing pursuant to Section 116625.

(b) The state board shall submit an invoice for these enforcement costs to the public water system that requires payment before September 1 of the fiscal year following the fiscal year in which the costs were incurred. The invoice shall indicate the total hours expended, the reasons for the expenditure, and the hourly cost rate of the state board. The costs set forth in the invoice shall not exceed the total actual costs to the state board of enforcement activities specified in this section.

(c) Notwithstanding the reimbursement of enforcement costs of the local primacy agency pursuant to subdivision (a) of Section 116595 by a public water system under the jurisdiction of the local primacy agency, a public water system shall also reimburse enforcement costs, if any, incurred by the state board pursuant to this section.

(d) "Enforcement costs," as used in this section, does not include "litigation costs" pursuant to Section 116585.

(e) The state board shall not be entitled to enforcement costs pursuant to this section if a court determines that enforcement activities were in error.

(f) Payment of the invoice shall be made within 90 days of the date of the invoice. Failure to pay the invoice within 90 days shall result in a 10-percent late penalty that shall be paid in addition to the invoiced amount.

(g) The state board may, at its sole discretion, waive payment by a public water system of all or any part of the invoice or penalty.

Section 116625 (Revocation and suspension of permits) states:

(a) The state board, after providing notice to the permittee and opportunity for a hearing, may suspend or revoke any permit issued pursuant to this chapter if the state board determines pursuant to the hearing that the permittee is not complying with the permit, this chapter, or any regulation, standard, or order issued or adopted thereunder, or that the permittee has made a false statement or representation on any application, record, or report maintained or submitted for purposes of compliance with this chapter. If the permittee does not request a hearing within the period specified in the notice, the state board may suspend or revoke the permit without a hearing. If the permittee submits a timely request for a hearing, the hearing shall be before the state board or a member of the state board, in accordance with Section 183 of the Water Code and the rules for adjudicative proceedings adopted under Section 185 of the Water Code. If the permit at issue has been temporarily suspended pursuant to subdivision (b), the notice shall be provided within 15 days of the effective date of the temporary suspension order. The commencement of the hearing under this subdivision shall be as soon as practicable, but no later than 60 days after the effective date of the temporary suspension order, unless the state board grants an extension of the 60 day period upon request of the permittee.

(b) The state board may temporarily suspend any permit issued pursuant to this chapter before any hearing when the action is necessary to prevent an imminent or substantial danger to health. The state board shall notify the permittee of the temporary suspension and the effective date of the temporary suspension and, at the same time, notify the permittee that a hearing has been scheduled. The hearing shall be held as soon as possible, but not later than 15 days after the effective date of the temporary suspension unless the state board grants an extension of the 15 day period upon request of the permittee, and shall deal only with the issue of whether the temporary suspension shall remain in place pending a hearing under subdivision (a). The hearing shall be conducted under the rules for adjudicative proceedings adopted by the state board under Section 185 of the Water Code. The temporary suspension shall remain in effect until the hearing under this subdivision is completed and the state board has made a final determination on the temporary suspension, which shall be made within 15 days after the completion of the hearing unless the state board grants an extension of the 15 day period upon request of the permittee. If the determination is not transmitted within 15 days after the hearing is completed, or any extension of this period requested by the permittee, the temporary suspension shall be of no further effect. Dissolution of the temporary

suspension does not deprive the state board of jurisdiction to proceed with a hearing on the merits under subdivision (a).

Section 116650 states in relevant part:

(a) If the state board determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the state board may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.

(b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.

(c) A citation may specify a date for elimination or correction of the condition constituting the violation.

(d) A citation may include the assessment of a penalty as specified in subdivision (e).

(e) The state board may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation and shall be in addition to any liability or penalty imposed under any other law.

Section 116701 (Petitions to Orders and Decisions) states:

(a)

(1) Within 30 days of issuance of an order or decision under authority delegated to an officer or employee of the state board under Article 8 (commencing with Section 116625) or Article 9 (commencing with Section 116650), an aggrieved person may petition the state board for reconsideration.

(2) Within 30 days of issuance of an order or decision under authority delegated to an officer or employee of the state board under Section 116540, the applicant may petition the state board for reconsideration.

(3) Within 30 days of final action by an officer or employee of the state board acting under delegated authority, the owner of a laboratory that was the subject of the final action may petition the state board for reconsideration of any of the following actions:

(A) Denial of an application for certification or accreditation under Section 100855.

(B) Issuance of an order directing compliance under Section 100875.

(C) Issuance of a citation under Section 100880.

(D) Assessment of a penalty under subdivision (e) of Section 100880.

(b) The petition shall include the name and address of the petitioner, a copy of the order or decision for which the petitioner seeks reconsideration, identification of the reason the petitioner alleges the issuance of the order was inappropriate or improper, the specific action the petitioner requests, and other information as the state board may prescribe. The petition shall be accompanied by a statement of points and authorities of the legal issues raised by the petition.

(c) The evidence before the state board shall consist of the record before the officer or employee who issued the order or decision and any other relevant evidence that, in the judgment of the state board, should be considered to implement the policies of this chapter. The state board may, in its discretion, hold a hearing for receipt of additional evidence.

(d) The state board may refuse to reconsider the order or decision if the petition fails to raise substantial issues that are appropriate for review, may deny the petition upon a determination that the issuance of the order or decision was appropriate and proper, may set aside or modify the order or decision, or take other appropriate action. The state board's action pursuant to this subdivision shall constitute the state board's completion of its reconsideration.

(e) The state board, upon notice and hearing, if a hearing is held, may stay in whole or in part the effect of the order or decision subject to the petition for reconsideration.

(f) If an order or decision is subject to reconsideration under this section, the filing of a petition for reconsideration is an administrative remedy that must be exhausted before filing a petition for writ of mandate under Section 100920.5 or 116700.

California Code of Regulations, Title 22 (CCR):

§64653. Filtration. (a) All approved surface water utilized by a supplier shall be treated using one of the following filtration technologies unless an alternative process has been approved by the State Board pursuant to subsections (e), (f), (g) and (h): (1) Conventional filtration treatment; (2) Direct filtration treatment; (3) Diatomaceous earth filtration; or (4) Slow sand filtration.

(b) Conventional filtration treatment shall be deemed to be capable of achieving at least 99.7 percent removal of *Giardia lamblia* cysts, 99 percent removal of viruses, and 99 percent removal of *Cryptosporidium* when in

compliance with operating criteria specified in section 64660 and performance standards specified in table 64653. Direct filtration treatment, diatomaceous earth filtration, and slow sand filtration shall be deemed to be capable of achieving at least 99 percent removal of *Giardia lamblia* cysts, 90 percent removal of viruses, and 99 percent removal of *Cryptosporidium* when in compliance with operating criteria specified in section 64660 and performance standards specified in table 64653.

(c) A supplier shall comply with the combined filter effluent turbidity performance standards in table 64653 for each treatment plant while the plant is in operation:

Table 64653
Combined Filter Effluent Turbidity Performance Standards^(a)

<i>If a supplier uses...</i>	<i>The turbidity level of the combined filter effluent...</i>
(1) Conventional or direct filtration treatment and serves 10,000 or more persons	<p>(A) Shall be less than or equal to 0.3 NTU in at least 95 percent of the measurements taken each month;</p> <p>(B) Shall not exceed 1 NTU for more than one continuous hour;</p> <p>(C) Shall not exceed 1 NTU at four-hour intervals; and</p> <p>(D) Shall not exceed 1.0 NTU for more than eight consecutive hours.</p>
(2) Conventional or direct filtration treatment and serves fewer than 10,000 persons	<p>(A) Shall be less than or equal to 0.3 NTU in at least 95 percent of the measurements taken each month;</p> <p>(B) For a supplier using a grab sample monitoring program:</p> <ol style="list-style-type: none"> 1. Shall not exceed 1 NTU; and 2. Shall not exceed 1.0 NTU in more than two consecutive samples; and <p>(C) For a supplier using a continuous monitoring program:</p> <ol style="list-style-type: none"> 1. If recording results at least once every 15 minutes, shall comply with paragraph (1)(B); and 2. Shall comply with paragraphs (1)(C) and (1)(D).
(3) Diatomaceous earth filtration	<p>(A) Shall be less than or equal to 0.5 NTU in at least 95 percent of the measurements taken each month;</p> <p>(B) Shall not exceed 5.0 NTU;</p> <p>(C) For a supplier using a grab sample monitoring program, shall comply with paragraph (2)(B)2; and</p> <p>(D) For a supplier using a continuous monitoring program, shall comply with paragraph (1)(D).</p>
(4) Slow sand filtration	<p>(A) Shall be less than or equal to 1.0 NTU in at least 95 percent of the measurements taken each month. Filtered water from the treatment plant may exceed 1.0 NTU, provided the filter effluent prior to disinfection meets the maximum contaminant level for total coliforms as specified in 22 CCR section 64426.1; and</p> <p>(B) Shall not exceed 5.0 NTU.</p>

(a) If there is only one filter at the treatment plant, the combined filter effluent turbidity performance standards shall apply to the effluent produced by the filter.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

[System]

Did Not Meet Treatment Requirement (Turbidity)

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. [Insert appropriate description of the violation from instructions.]

What should I do?

- You do not need to boil your water or take other actions.
- This is not an emergency. If it had been you would have been notified immediately. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- *Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.*
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA's Safe Drinking Water Hotline at 1(800) 426-4791.
- If you have other health issues concerning the consumption of the water, you may wish to consult your doctor.

What happened? What was done?

A problem occurred with the treatment system at the water plant. [Describe the reason for high turbidity, corrective actions, and when the system returned or expects to return to compliance].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by [system].

State Water System ID#: _____. Date distributed: _____.

APPENDIX 3
CERTIFICATION OF COMPLETION OF PUBLIC NOTIFICATION

Compliance Order Number: ____

Name of Water System: _____

System Number: _____

Attach a copy of the public notice distributed to the water system's customers.

This form, when completed and sent to dwpdist11@waterboards.ca.gov for the Division of Drinking Water, Merced District 11, 265 W. Bullard Ave., Suite 101, Fresno, CA 93704 serves as certification that public notification to water users was completed as required by Title 22, California Code of Regulations, Sections 64463-64465.

Circle or identify which contaminant was provided with a notice:

Public notification for failure to comply with the **Treatment Requirement (Turbidity)** was conducted on:

Notification was made on _____ (date).

For the _____, _____ [Insert month or quarter and year].

To summarize report delivery used and good-faith efforts taken, please check all items below that apply and fill-in where appropriate:

For Community and non-transient non-community public water systems

☐ The notice was distributed by mail or direct delivery to each customer on: _____

One or more of the following methods were used to reach persons not likely to be reached by a mailing or direct delivery or persons served by a transient public water system (renters, nursing home patients, prison inmates, etc.):

☐ Posted the notice at the following conspicuous locations served by the water system. (If needed, please attach a list of locations). _____

☐ Publication of the notice in a local newspaper or newsletter of general circulation (attach a copy of the published notice, including name of newspaper and date published).

☐ Posted the notice on the Internet at www._____

☐ Other method used to notify customers. _____

I hereby certify that the above information is factual.

Certified by: Printed Name _____ Title _____

Signature _____

Date _____

Disclosure: Be advised that the California Health and Safety Code, Sections 116725 and 116730 state that any person who knowingly makes any false statement on any report or document submitted for the purpose of compliance with the Safe Drinking Water Act may be liable for, respectively, a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation or, for continuing violations, for each day that violation continues, or be punished by a fine of not more than \$25,000 for each day of violation, or by imprisonment in the county jail not to exceed one year, or by both the fine and imprisonment